

# Department of FI\$Cal



2017–2021

Strategic Plan







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# Message from the Director



Over the past year, the FI\$Cal Project celebrated its 10th anniversary and the FI\$Cal Service Center evolved into the Department of FI\$Cal. FI\$Cal has been years in the making and required countless hours and significant dedication from our partners, customers, clients, and teams. It seems that now is a perfect opportunity for us to assess our progress and refine our strategy for the next stage.

Our journey began in 2006, when state leaders recognized that California's financial management infrastructure needed to be replaced. They laid out a vision for a fully integrated Financial Information System for California (FI\$Cal). The vision was, and is, to consolidate multiple financial systems into a common platform and eliminate thousands of legacy systems and applications specific to single state entities. The FI\$Cal vision focuses not only on the system, it also includes statewide process improvements and innovations.

I am proud to say that we have made significant progress toward that initial vision. FI\$Cal has consistently problem-solved and adapted to change. Along the way, we have used innovative procurement and implementation approaches. In managing scope, schedule, and cost, we have demonstrated what is possible in a public organization staffed with talented and dedicated employees who consistently innovate, collaborate, and engage with their customers.

As we move closer to completion of the FI\$Cal Project (targeting 2019 for completion), we have begun shifting from only a project to an operational organization that can manage, operate, and maintain FI\$Cal into the future. To that end, in 2016, our name was changed in statute to the Department of FI\$Cal to acknowledge our expanding responsibilities to maintain and support the system, work with California's control agencies to refine statewide financial management processes, and deploy technologies that meet the evolving needs of our stakeholders and customers. In the coming years, the Department will continue this journey by refining the system, providing excellent customer service, and providing accessible and transparent financial information that facilitates good public policy and fiduciary responsibility.

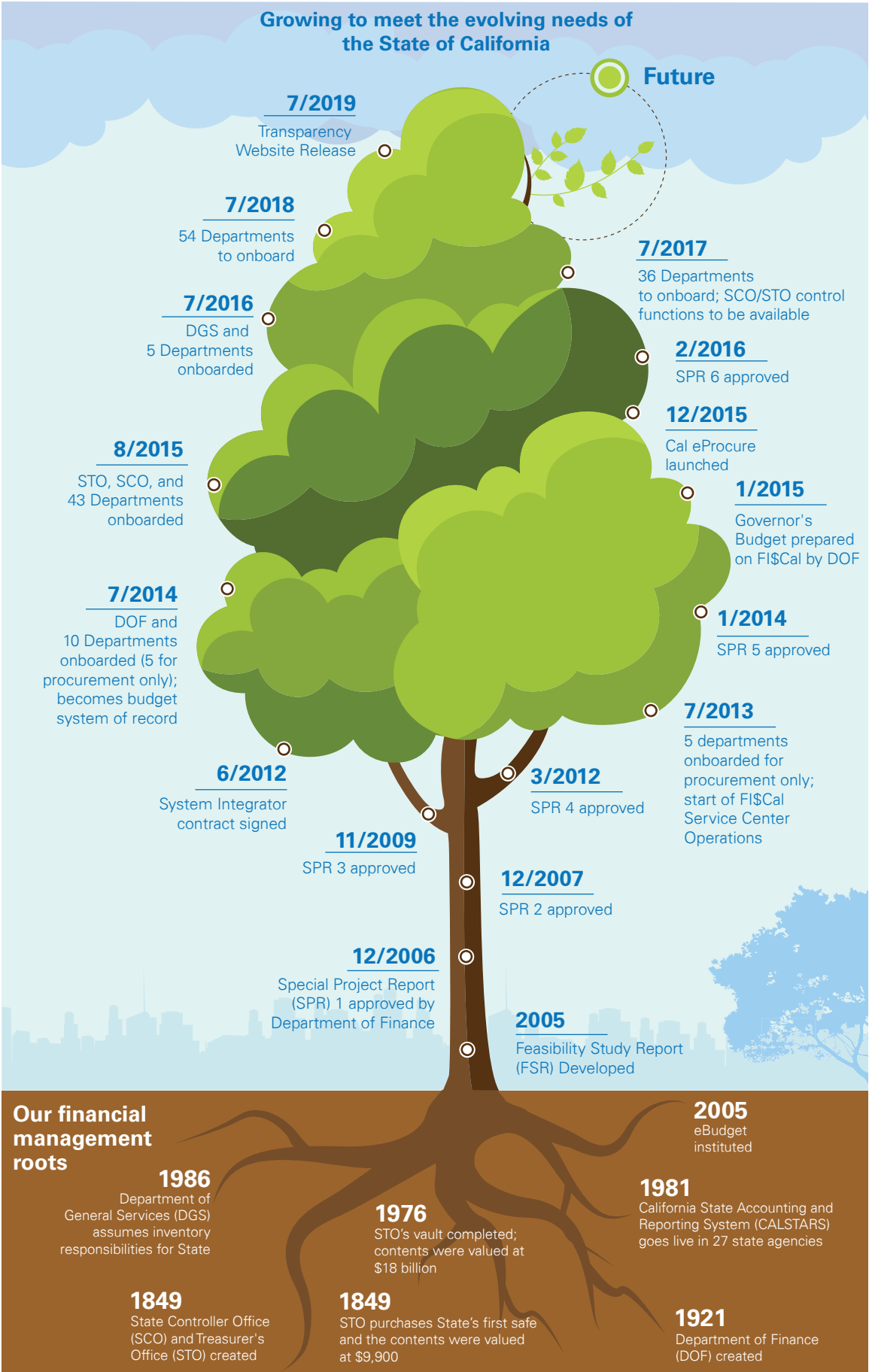
We are pleased to present the Department of FI\$Cal's 2017-2021 Inaugural Strategic Plan, which defines our commitment to the state, our customers, our employees, and the people of California. It outlines our five-year strategy, including the Department's shared Mission, Vision, Values, Goals, and Objectives. The plan serves as a guide to our continued success.

Sincerely,

A handwritten signature in blue ink, appearing to read "Marianne P. [unclear]".

Director  
Financial Information System for California







# Mission

**The Department of FI\$Cal** is responsible for operating and maintaining California’s statewide accounting, budget, cash management, and procurement IT system. In doing so, the Department...

- Enables California’s financial accountability and integrity
- Promotes state business efficiencies through informed decision making
- Facilitates transparency



**This is  
our mission and  
why we are here.**



# Vision

**The Department of FI\$Cal** will become a trusted, innovative solution provider that protects the accuracy, reliability, availability, and integrity of the state’s financial information; inspires confidence through our commitment to serve; and evolves to meet the changing demands of our customers.

In doing so, the Department aims to...

Be the trusted partner and steward of California’s financial information



Maintain the accuracy, reliability, integrity, and accountability of the state’s financial data



Evolve and innovate practices and technologies to meet changing demands



Inspire customer confidence through our commitment to serve with excellence



Our future



This is our vision.





# Values



## What we believe in

### Collaboration



Working together toward common goals.

We work together toward common goals by sharing knowledge, learning, and building consensus to make and support decisions. We are committed to providing effective system training and ongoing support that meets the varying needs of our customers. We seek and welcome customer feedback and strive to provide efficient and effective resolutions. We are committed to providing proactive solutions that meet and anticipate technical, policy, and business changes while providing timely and consistent responsiveness.

### Respect



Promoting relationships that encourage a culture of inclusion.

Internally and externally, we value the unique opinions, experience, and contributions of individuals, recognize the validity of other points of view, and treat others in a professional and courteous manner.

### Enterprise Thinking



Commitment to innovation and leading-edge practices and technologies.

We believe in doing what is best for California through our commitment to innovative thinking with a focus on incorporating leading-edge practices and technologies that foster security, stability, and reliability across the enterprise.

### Accountability




Commitment to accurate and reliable data.

We act with integrity as stewards of the State of California’s financial information. We focus on fulfilling our commitments in the most effective, efficient, and forthright way possible. We are committed to providing accurate and reliable data for our customers, the state, and its citizens.




Trust



Commitment to building and maintaining the confidence of our clients, stakeholders, and the public.

We strive to build and maintain stakeholder confidence by providing transparency to the public that we serve. The transactions we oversee allow our customers to better monitor financial and business management activities. This is consistent with our goal of meeting our fiduciary responsibilities and maintaining compliance with applicable laws, rules, and regulations.


Excellence



Commitment to continuous improvement.

We strive to do things right the first time and integrate leading practices to continuously improve our processes and increase the value of our work. We also strive to meet the evolving needs of our customers by building and maintaining an innovative, skilled, and motivated staff. We place a premium on developing our staff by providing career advancement opportunities, personal development through training and skill building, and exposure to leading technologies and practices.

Communication



Commitment to active listening and the effective exchange of information.

We are committed to regular, open, and proactive communication. We also are committed to listening and to communicating honestly, promptly, and accurately to keep our customers, stakeholders, and the Department informed.

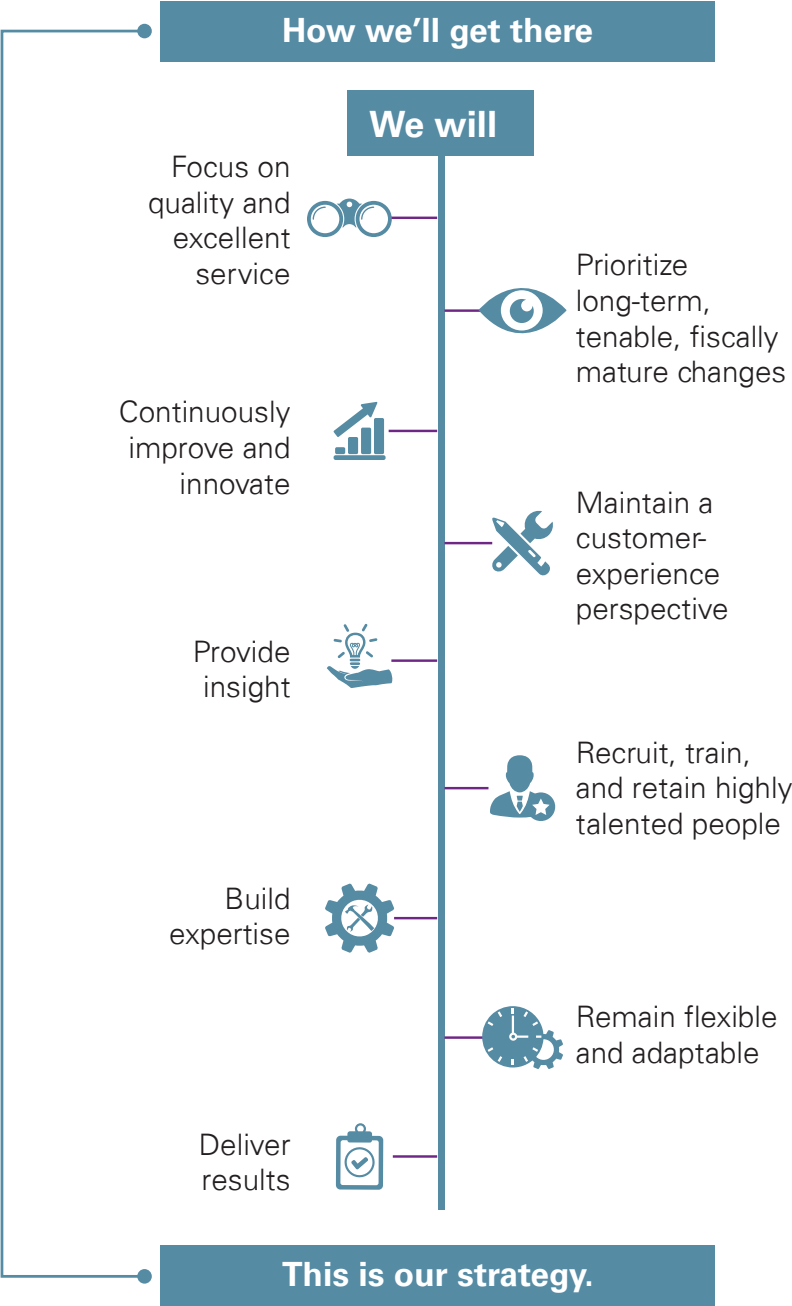
## These are our values.



# Strategy and Commitment



## Strategy





"I was here when CalSTARS started, and here we are 30 years later. We each have a choice to pull together and be successful. We'll be able to say, 'wow, look what we did.' We'll get there together.

In my mind I feel confident we will be ready when we onboard. I appreciate that we're being given this opportunity so early to attend Forums and learn from smaller departments and our control agencies too."

**– Sharon Blakeman, Department of Social Services,  
State Operations Contracts and Payable Section,  
Manager**



## Our Commitment

To provide reliable, standardized, and easy-to-use financial management practices and tools to support the state's fiduciary responsibility, transparency, and accountability.

**This is how  
we want  
our  
customers  
and the  
public to  
see us.**





# Key Goals

## Goals

### Project Implementation



#### Goal 1

Successful completion of the FI\$Cal project.

##### Key Objectives:

- Meet 2017, 2018, and 2019 milestones.
- Deliver quality solutions within defined thresholds of cost and schedule performance.
- Ultimate acceptance by the state.

### Collaboration and Partnership



#### Goal 2

Evolve California's financial management processes and technologies in partnership with other state agencies.

##### Key Objectives:

- Standardize California's core business processes and implement efficiency improvements.
- Implement and maintain tools and methods needed to support the business of FI\$Cal.
- Refine statewide policies and procedures, and provide other supporting materials to Departments.
- Develop a future state model and roadmap for ongoing innovation.
- Maintain compliance to applicable laws, rules, and regulations.

### Accuracy and Integrity



#### Goal 3

Ensure accurate, reliable, and valuable financial information through innovative, sustainable, and secure solutions.

##### Key Objectives:

- Maintain continuity of operations with minimal business disruption for the state of California.
- Enhance business intelligence capabilities and establish a historical archive.
- Execute the maintenance and upgrade plan with minimal business disruption.
- Become a software as a solution (SaaS) provider to customer departments.
- Enhance information security and monitor compliance through robust programs, policies, standards, and practices.
- Institute FI\$Cal as a platform for the state.



FI\$Cal by the Numbers\*

- 160+ state agencies will use FI\$Cal in some capacity once fully implemented
- 7,207 FI\$Cal Departmental/Agency users
- 1.9T Banking Transactions for Fiscal Year 2015/16
- 160 tickets resolved on average per day in the FI\$Cal Service Center
- 58,541 Cal eProcure users (i.e. bidders and suppliers registered in the Vendor Portal)
- 1.9B dispatched and completed Purchase Orders for Fiscal Year 2015/16

Outstanding  
Customer  
Service



**Goal 4**  
Improve the customer experience through high-quality services, communication, and collaboration.

Key Objectives:

- Maintain and enhance effective ongoing communication and engagement with our customers and employees.
- Provide effective ongoing system training and end user support to meet the evolving needs of our customers.
- Design and implement a continuous improvement program for the Department.
- Design and implement service delivery efficiencies through the use of optimized processes, procedures, and tools.

Best Place  
to Work



**Goal 5**  
Create a high-performance environment that supports individual growth and teamwork.

Key Objectives:

- Establish staff succession and workforce transition plans.
- Establish internal performance metrics.
- Enhance staff development and training program.
- Recruit and retain model employees.
- Build a culture of excellence.





\* Figures are approximations based on FI\$Cal Service Center, Change Management Division, Information Security, State Controller’s Office, and Department of General Services data. Retrieved 2016.



# Key Initiatives

To achieve our Departmental goals and objectives, the Department of FI\$Cal has prioritized the following strategic initiatives, which align with the Mission, Vision, and Values of our organization and our commitment to the public, our customers, and our employees. These priority initiatives are described at a high level in two categories: customer facing efforts intended to increase usability, transparency, and user satisfaction, and internal process improvements intended to increase the Department’s overall maturity level and capabilities.

## Customer Focused Initiatives

Self-Service	 Expand self-services to include conversion file uploads with real-time validation, identity management requests for new users and changes to user access, and an expanded knowledge base to resolve common issues more efficiently.
University of FI\$Cal	 Enhance training content and delivery, certification levels, and learning tracks to help users develop a deeper understanding of core functionalities and increase overall user proficiency.
Enhanced Customer Service and Feedback	 Increase outreach efforts and opportunities for two-way communication, including regular structured correspondence and customer surveys.
Mobility Service	 Increase flexibility and accessibility to FI\$Cal through a secure, mobile solution.



## Internal Process Initiatives

### Technology Refresh



Update infrastructure and hardware to ensure a stable, scalable, and maintainable solution platform.

### Performance Management



Enhance internal processes to promote and improve employee effectiveness, engagement, and retention.

### Service Desk Enhancement



Develop and implement leading practices and standards, including enhanced service management tools, increased knowledge base resources, and mature processes.

### Future State Transition



Develop a roadmap to define the transformation of the Department's core business functions to meet future customer needs.





# Overview – Department of FI\$Cal

## FI\$Cal Executive Office

The FI\$Cal Executive Office is comprised of the Director and Chief Deputy Director who set policy and direction for the Department and whose goal is to ensure that the Department’s tactical and strategic initiatives align with FI\$Cal’s mission and vision.

### **Miriam Barcellona Ingenito, Director**

[Miriam.Ingenito@fiscal.ca.gov](mailto:Miriam.Ingenito@fiscal.ca.gov)

Before joining FI\$Cal as the Director, Miriam served as the Chief Deputy Director at California Department of Toxic Substances Control (DTSC). Prior to joining DTSC, Miriam served as Deputy Secretary of the California Environmental Protection Agency, Deputy Director of Legislation at the California Department of Finance, and as a principal consultant for the California Senate Committee on Appropriations. She also served as assistant to the secretary for policy and program analysis at the California Resources Agency and was a fiscal and policy analyst for the California Legislative Analyst’s Office. Miriam received her Bachelor of Arts degree from the University of San Francisco, and her Master’s degree in Public Policy (MPP) from the Irving B. Harris Graduate School of Public Policy Studies at the University of Chicago.

### **Neeraj Chauhan, Chief Deputy Director**

[Neeraj.C Chauhan@fiscal.ca.gov](mailto:Neeraj.C Chauhan@fiscal.ca.gov)

Before joining FI\$Cal as the Chief Deputy Director, Neeraj served as the Project Director for the CalCloud Project at the California Department of Technology (CDT), where he also served as the Network Branch Chief with CalTech’s Office of Technology Services, and the Assistant Data Center Chief at the California Public Employees’ Retirement System (CalPERS).

Prior to starting his State career, Neeraj led large system integration projects in the private sector. He has a Bachelor of Engineering degree from SDM College of Engineering in Karnataka, India, and extensive training in software development life cycle (SDLC) and project management (PM) methodologies.



Programs and Services

The Department of FI\$Cal is composed of five divisions: Administrative; Business Operation and Solutions; Project Management; Communications; and Information Technology. The Divisions are responsible for the utilization, maintenance, and improvement of FI\$Cal. These divisions will replace the organizational structure that worked to implement FI\$Cal. The divisions strive to hit these marks by being high performing organizations in both non-technical and technical fields.

Division Overviews

**Administrative Division**  
**Jennifer Maguire, Deputy Director**  
Jennifer.Maguire@fiscal.ca.gov

The Administrative Division strives to ensure effective, efficient and strategically aligned business processes that integrate administrative functions. To accomplish this, the Division stresses accessible and reliable Knowledge Management programs as well as formal and informal staff development and succession activities. The Division is committed to ensuring the Department is compliant with applicable laws, rules, and regulations related to Human Resources, Accounting, Budgeting, and Vendor Management.

**Business Operation and Solutions Division**  
**Mehdi Ghomeshi, Deputy Director**  
Medhi.Ghomeshi@fiscal.ca.gov

The central mission of the Business Operation and Solutions Division (BOSD) is to ensure the effective delivery and positive reception of the FI\$Cal solution. The BOSD continues to provide effective support services, both onsite and remotely, to departmental stakeholders as it has in the past. The BOSD also works closely with Partner Agencies to support month-end and year-end close.

**Functional Services Office** – The Functional Services Office (FSO) provides in-depth knowledge of FI\$Cal System functionality and support for California’s financial management processes in design, onboarding, and post-production support of departments. This includes collaboration in creation, review, and validation of functional designs; participation in decision making and identification of risks and issues impacting the designs; providing guidance, expertise, and support in system preparation through configuration, workflow, role mapping, interface/conversion of data validation, and user acceptance testing.

**On-Site Support Office** – The On-Site Support Office (OSSO) provides post production guidance, expertise, and support for the end users utilizing the FI\$Cal system; continuous review and validation of configuration, workflow, role mapping, and data to provide effective utilization of the system; ongoing consulting and education to customer departments in roles, developing and running queries, ticket resolution, transaction processing, and assists with month-end and year-end closing.



### FI\$Cal is an Employer of Choice\*

**Overwhelming majority** of employees believe the work they do is important

**4 in 5** employees can relate their work to the Department's goals and priorities.

**4 in 5** employees enjoy the work they do

**Strong majority** of employees feel their supervisor supports their personal needs

## Product Delivery and Services Division

### Navin Arora, Deputy Director

Navin.Arora@fiscal.ca.gov

The Project Delivery and Services Division (PDS) is responsible for ensuring the FI\$Cal solution meets the business objectives of the Department's customers and partners. To do so, the PDS oversees the governance and change control functions. Internally, the PDS provides accurate forecasts and recommendations to enable data-informed decisions.

**FI\$Cal Service Center** – The FI\$Cal Service Center (FSC), which is within the PDS, is responsible for supporting departments and agencies as they use the FI\$Cal system. The FSC is the first line of support to address issues related to account management, system troubleshooting, and general support needs. To proactively address common issues, the FSC maintains a library of guides, handbooks, and FAQs. Customers may contact the FSC's Service Desk via phone or email.

**Project Management Office** – The Project Management Office (PMO) is a customer focused service organization which serves as the navigator for the FI\$Cal Project. Throughout the project lifecycle, PMO provides our customers/partners with the project management processes, tools, techniques, and support needed to complete project work efforts which are aligned to the strategic vision and objectives of FI\$Cal. PMO oversees the project management, project governance, change control, testing, and quality functions while working closely with FI\$Cal Divisions as well as the project oversight entities.

## Communication Division

### Tamma Adamek, Deputy Director

Tamma.Adamek@fiscal.ca.gov

The Communication Division oversees the executive office's design and implementation of planning activities that achieve FI\$Cal's mission. The Communication Division coordinates all internal and external communication activities to customers, partners, and Department staff, informing them of developments pertaining to FI\$Cal technology, staff and major initiatives. The Division also provides effective training and onboarding services to departmental stakeholders.

## Information Technology Division

### Subbarao Mupparaju, Deputy Director and Chief Information Officer

Subbarao.Mupparaju@fiscal.ca.gov

The Information Technology Division's core mission is to provide a reliable, quality solution to customers and partners and maintain the highest level of security. The Division strives to support FI\$Cal with self-sufficient, innovative technology infrastructure designed and managed by technically skilled staff. As customer and partner needs evolve, the Division will continue to improve FI\$Cal by using its mature systems development life cycle processes.

\* Figures are based on 2016 Department of FI\$Cal Employee Engagement data.

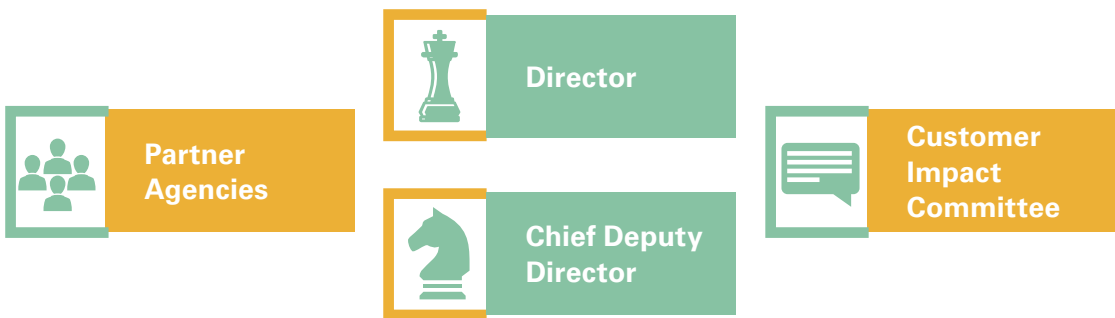


**FI\$Cal is a Resource\***

- 4,585** new events posted on Cal eProcure in 2016
- 27,876** certified Small Business/Disabled Veteran Business Enterprise suppliers/bidders with active certifications
- 3,138** Leveraged Procurement Agreement contracts can be viewed on Cal eProcure
- 19,780** active users in Cal eProcure

# The Department of FI\$Cal Organizational Structure

## Executive Office




\* Figures are approximations based on Department of General Services data. Retrieved 2016.





FI\$Cal is the largest single integrated financial system in the public sector. Unprecedented in its scope and complexity, FI\$Cal integrates state government processes in the areas of budgeting, accounting, cash management, and procurement.

The system will eliminate the need for over 2,500 department-specific applications and enable the state financial systems and workforce to function in an integrated environment.


- Automates processes that are currently highly manual,
- Minimizes manual reconciliations among control agencies and various separate financial systems,
- Makes information more readily available to the public and the state's business partners,
- Improves tracking of statewide expenditures, and
- Standardizes the state's financial practices.




by the  
Numbers




Expected to fully  
deploy across  
**160+**  
state agencies




**7,207**  
FI\$Cal  
Departmental/  
Agency users




**\$1.9T** in banking  
transactions for  
FY15/16




The state's **annual  
accounting** of spend




**\$158B** in  
transactions  
monthly




**\$7.3B** in  
transactions  
daily



**\$910M** in  
transactions  
each hour




**\$15M** in  
transactions  
each minute



**\$252K** in  
transactions  
per second

**FI\$Cal employees** are leveraging  
the technology of the **FI\$Cal system** to  
provide financial services support



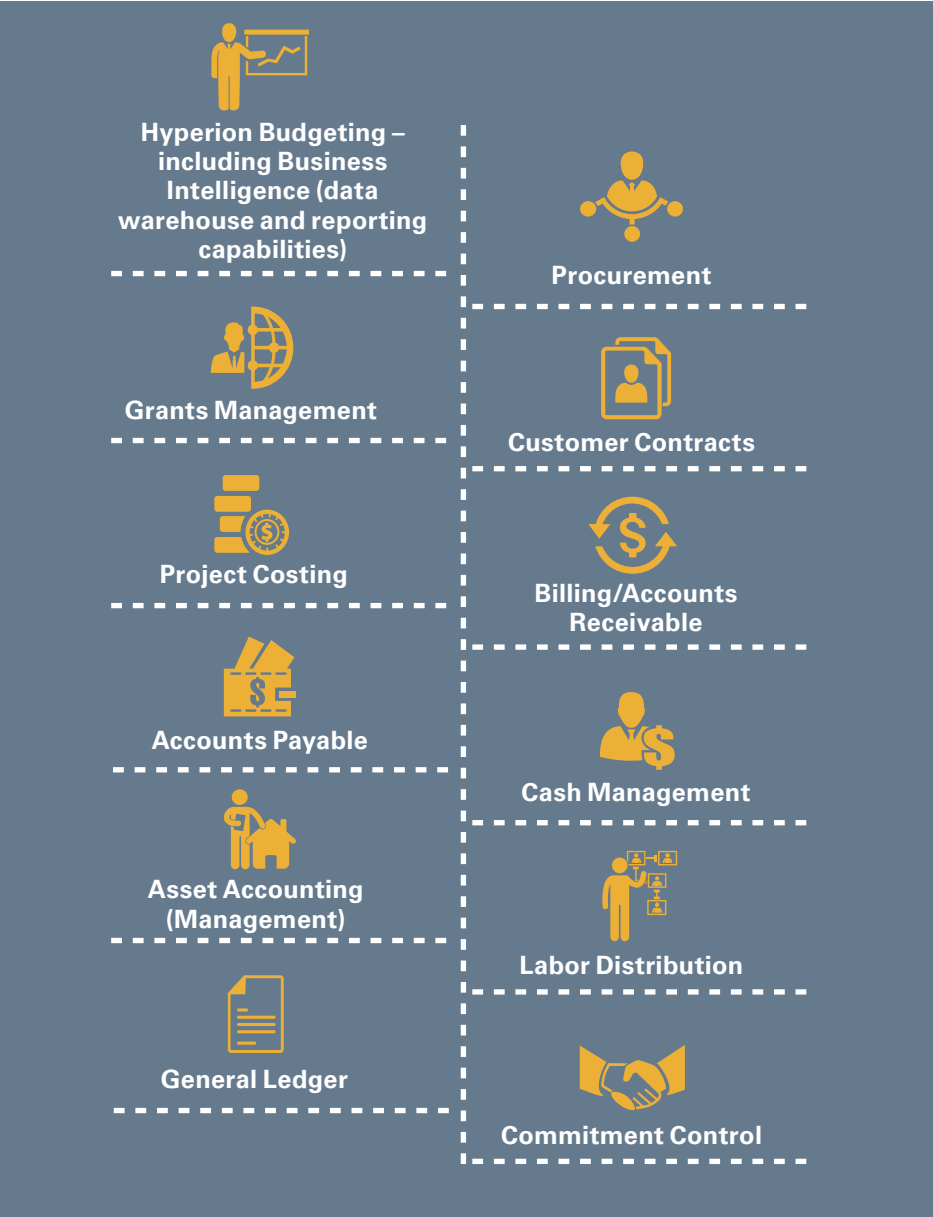


# What Does FI\$Cal Do?

FI\$Cal integrates and standardizes financial processes for statewide budgeting, procurement, cash management, and accounting.

## History/Background

The Department of Finance (DOF) administration realized an information technology project was needed to replace the state’s aging and decentralized IT financial systems. In 2006, the DOF approved a Special Project Report for Financial System for California (FI\$Cal) and initiated the development of what has become the solution to modernizing the state’s financial management processes. To support processes around budgeting, procurement, cash management, and accounting, FI\$Cal will perform the following major functions.





“With FI\$Cal, there’s something for everybody. For taxpayers, there’s greater transparency; for policymakers, there’s more reliable and uniform data across the different departments and agencies on this one system; and for the civil servants learning and using the system, their skills and knowledge are now portable across all agencies on FI\$Cal.”

**– Lu Saepanh, Department of Pesticide Regulation,  
Fiscal Services and Business Operations, Branch Chief**





# Our Partners

The success of FI\$Cal is directly impacted by the contributions of our Partners, Customers, and Vendor Community.

Partner Agencies have entered into a Memorandum of Understanding (MOU) signed by directors of the Departments of Finance and General Services, the State Controller, and the State Treasurer. The MOU demonstrates support for the FI\$Cal at the highest levels of these organizations:

## Department of Finance

The Department of Finance (DOF) serves as the Governor’s chief fiscal policy advisor and promotes long-term economic sustainability and responsible resource allocation through the state’s annual financial plan. DOF has partnered with FI\$Cal to ensure the state’s finances and financial policies are implemented consistent with all applicable laws, regulations, and state financial standards. DOF’s principle functions are as follows:

- Establish appropriate fiscal policies to carry out the state’s programs,
- Prepare, explain, and administer the state’s annual financial plan (budget), which the Governor is required under the State Constitution to present by January 10 of each year,
- Analyze legislation that has a fiscal impact,
- Maintain the California State Accounting and Reporting System (CALSTARS) until it is ultimately replaced by FI\$Cal,
- Train and support departmental accounting,
- Monitor/audit expenditures by state departments to ensure compliance with law, approved standards, and policies,
- Develop economic forecasts and revenue estimates,
- Develop population and enrollment estimates and projections, and
- Review expenditures for information technology activities of State departments.

## State Controller’s Office

The State Controller’s Office (SCO) is responsible for accountability and disbursement of the state’s financial resources. The Controller also independently audits government agencies that spend state funds, administers the payroll system for state government employees and California State University employees, and safeguards many types of property until claimed by the rightful owners. SCO has partnered with FI\$Cal to provide oversight and support FI\$Cal’s goal for financial transparency, integrity, and accountability.

The Controller is a member of numerous financing authorities, and fiscal and financial oversight entities including the Franchise Tax Board and Board of Equalization. The Controller is one of eight statewide constitutional officials elected every four years in California. The Controller’s Office includes the following divisions:

- Administration and Disbursements Division
- Audits Division
- Executive Office
- Information Systems Division
- Local Government Programs and Services Division
- Personnel/Payroll Services Division
- State Accounting and Reporting Division
- Unclaimed Property Division





# Our Partners (continued)

## State Treasurer's Office

The office of California State Treasurer (STO) has broad responsibilities and authority in the areas of investment, banking, and finance. The Treasurer's Office offers resources in areas of economic development, housing, education, health, community investment, and small business. The STO has partnered with FISCAL given its central role as a banker, a leader, and a regulator in the financial activities around the state.

Some of the Treasurer's key responsibilities include:

- Managing the state's Pooled Money Investment Account, which invests monies on behalf of state government and local jurisdictions to help them manage their fiscal affairs,
- Serving on the boards of the Public Employees' Retirement System (CalPERS) and State Teachers' Retirement System (CalSTRS),
- Financing a variety of important public works needed for the state's future, including schools and higher education facilities, transportation projects, parks, and environmental projects,
- Serving as Chair of the Tax Credit Allocation Committee that awards hundreds of millions of dollars in tax credits for affordable housing and as a member of the Board of the California Housing Finance Agency, which finances affordable housing, and
- Overseeing the Scholar Share Investment Board (SIB), which administers the state's tax-advantaged college tuition savings plan.

## Department of General Services

The Department of General Services (DGS) serves as business manager for the state of California.

The DGS has partnered with FISCAL given its role managing broad, disparate, and critical functions of the state. DGS's involvement helps shape FISCAL into a robust solution that can meet a wide array of needs.

General Services improves public services by providing a variety of services to state agencies through:

- Procurement and acquisition solutions,
- Real estate management and design,
- Environmentally friendly transportation,
- Professional printing, design and Web services, and
- Administrative hearings, legal services, building standards, oversight of structural safety, fire/life safety and accessibility for the design and construction of K-12 public schools and community colleges, and funding for school construction.



# Our Customers

The FI\$Cal System is being implemented in a series of waves and releases that will add departments and functionality incrementally over the duration of the Project. The Department of FI\$Cal currently supports (or plans to support, through future releases) the following departments:

<div> <div>July 2014 Release:</div> <ul style="list-style-type: none"> <li>• Agricultural Labor Relations Board</li> <li>• Alcoholic Beverage Control Appeals Board</li> <li>• Board of Equalization (Budget Only)</li> <li>• California Arts Council</li> <li>• California State Controller’s Office (Audit Functions)</li> <li>• California State Summer School for the Arts</li> <li>• Department of Alcoholic Beverage Control</li> <li>• Department of Fair Employment and Housing</li> </ul> </div>	
<div> <div>August and December 2015 Release:</div> <ul style="list-style-type: none"> <li>• Board of State and Community Corrections</li> <li>• Business, Consumer Services and Housing Agency</li> <li>• California Children and Families Commission</li> <li>• California Commission on Aging</li> <li>• California Commission on Disability Access</li> <li>• California Institute for Regenerative Medicine</li> <li>• California Rivers and Mountains Conservancy</li> <li>• California Senior Legislature</li> <li>• California State Controller’s Office (Audit Tool, Departmental Functions)</li> <li>• California State Library</li> <li>• California State Treasurer’s Office (Departmental Functions)</li> <li>• California Transportation Commission</li> <li>• Citizens Redistricting Commission</li> <li>• Commission on State Mandates</li> <li>• Commission on Teacher Credentialing</li> <li>• Commission on the Status of Women and Girls</li> <li>• Delta Stewardship Council</li> <li>• Department of Aging</li> <li>• Department of Consumer Affairs, Boards, Bureaus, &amp; Divisions (Procurement Only)</li> <li>• Department of General Services (Control Functions)</li> <li>• Department of Resources Recycling and Recovery</li> <li>• Department of Technology (Control Functions)</li> </ul> </div>	
	<div> <ul style="list-style-type: none"> <li>• Department of Finance (Department and Control Functions)</li> <li>• Department of Justice (Budget Only)</li> <li>• Office of Environmental Health Hazard Assessment</li> <li>• San Francisco Bay Conservation and Development Commission</li> </ul> </div>
	<div> <ul style="list-style-type: none"> <li>• Department of Toxic Substances Control</li> <li>• Education Audit Appeals Panel</li> <li>• Emergency Medical Services Authority</li> <li>• Fair Political Practices Commission</li> <li>• Financial Information System for California (FI\$Cal)</li> <li>• Gambling Control Commission</li> <li>• Government Operations Agency</li> <li>• Governor’s Office of Business and Economic Development</li> <li>• High Speed Rail Authority</li> <li>• Little Hoover Commission</li> <li>• Mental Health Services Oversight and Accountability Commission</li> <li>• Office of Administrative Law</li> <li>• Office of Systems Integration</li> <li>• Office of the Inspector General</li> <li>• Office of the State Public Defender</li> <li>• Sacramento-San Joaquin Delta Conservancy</li> <li>• San Diego River Conservancy</li> <li>• Santa Monica Mountains Conservancy</li> <li>• Seismic Safety Commission</li> <li>• Sierra Nevada Conservancy</li> <li>• State Independent Living Council</li> <li>• Tahoe Conservancy</li> <li>• Victim Compensation and Government Claims Board</li> </ul> </div>





# Our Customers

## (continued)

**July 2016 Release:**

- California African American Museum
- California Science Center
- Colorado River Board
- Department of General Services (Departmental Functions)
- Department of Pesticide Regulation
- Office of the Lieutenant Governor

**July 2017 Release (scheduled):**

- Baldwin Hills Conservancy
- California Coastal Commission
- California Community Colleges Chancellor's Office
- California Conservation Corps
- California Horse Racing Board
- California State Controller's Office (Control Functions)
- California State Treasurer's Office (Control Functions)
- Coachella Valley Mountains Conservancy
- Department of Child Support Services
- Department of Community Services and Development
- Department of Conservation
- Department of Consumer Affairs (Accounting Only)
- Department of Fish and Wildlife
- Department of Food and Agriculture
- Department of Insurance
- Department of Managed Health Care
- Department of Parks and Recreation
- Energy Resources Conservation and Development Commission
- Enhanced Tobacco Asset-Backed Bonds
- Los Angeles State Building Authority
- Military Department
- Oakland State Building Authority
- Office of Emergency Services
- Office of Statewide Health Planning and Development
- Peace Officer Standards and Training Commission
- Public Employment Relations Board
- Public Works Board
- Riverside County Public Financing Authority
- Sacramento City Financing Authority
- San Francisco State Building Authority
- San Joaquin River Conservancy
- School Facilities Aid Program
- Secretary of State
- State Coastal Conservancy
- State Water Resources Control Board
- Student Aid Commission
- Wildlife Conservation Board



July 2018 Release (scheduled)

- Air Resources Board
- Board of Equalization
- Board of Pilot Commissioners
- California Citizens Compensation Commission
- California Highway Patrol
- California Workforce Development Board
- Commission on Judicial Performance
- Covered California
- Delta Protection Commission
- Department of Business Oversight
- Department of Developmental Services
  - » Canyon Springs Developmental Center
  - » Fairview Developmental Center
  - » Porterville Developmental Center
  - » Sonoma Developmental Center
- Department of Education
  - » California School for the Blind
  - » California School for the Deaf – Fremont
  - » California School for the Deaf – Riverside
  - » Central California Diagnostic Center
  - » Northern California Diagnostic Center
  - » Southern California Diagnostic Center
- Department of Forestry and Fire Protection
- Department of Health Care Services
- Department of Housing and Community Development
- Department of Human Resources
- Department of Industrial Relations
- Department of Justice
- Department of Public Health
- Department of Rehabilitation
- Department of Social Services
- Department of State Hospitals
  - » Atascadero State Hospital
  - » Coalinga State Hospital
  - » Metropolitan Los Angeles State Hospital
  - » Napa State Hospital
  - » Patton State Hospital
  - » Sacramento State Hospital
  - » Salinas Valley State Hospital
  - » Stockton State Hospital
  - » Vacaville State Hospital
- Department of Veterans Affairs
  - » Veterans’ Home of California – Barstow
  - » Veterans’ Home of California – Chula Vista
  - » Veterans’ Home of California – Fresno
  - » Veterans’ Home of California – Lancaster
  - » Veterans’ Home of California – Redding
  - » Veterans’ Home of California – Ventura
  - » Veterans’ Home of California – West LA
  - » Veterans’ Home of California – Yountville
- Employment Development Department
- Environmental Protection Agency
- Franchise Tax Board
- Governor’s Office
- Governor’s Office of Planning & Research
- Health and Human Services Agency
- Labor and Workforce Development Agency
- Natural Resources Agency
- Native American Heritage Commission
- Office of the Patient Advocate
- Public Utilities Commission
- State Council on Developmental Disabilities
- State Lands Commission
- State Personnel Board
- State Treasurer’s Office (Boards, Commissions, and Authorities)
  - » ScholarShare Investment Board
  - » Economic Recovery Financing Committee
  - » California ABLE Act Board
  - » California Alternative Energy and Advanced Transportation Financing Authority
  - » California Debt and Investment Advisory Commission
  - » California Debt Limit Allocation Committee
  - » California Educational Facilities Authority
  - » California Health Facilities Financing Authority
  - » California Industrial Development Financing Advisory Commission
  - » California Pollution Control Financing Authority
  - » California School Finance Authority
  - » California Tax Credit Allocation Committee
  - » California Transportation Financing Authority
  - » California Urban Waterfront Area Restoration Financing Authority
  - » California Secure Choice Retirement Savings Investment Board
- Transportation Agency
  - » Office of Traffic Safety
  - » State Transit Assistance Program



# Our Customers

## (continued)

Deferred departments are defined as departments that have implemented or are in the process of implementing their own financial management system. As these departments’ systems require upgrades or as departments desire expanded functionality, they will move onto FI\$Cal. Under the Governor’s proposal, the Department of FI\$Cal will be responsible for bringing deferred departments onto FI\$Cal as needed. Deferred departments will not use FI\$Cal in the interim, but will exchange necessary information with FI\$Cal to support the constitutional and/or statutory responsibilities of the partner agencies.\*\*

**Deferred Departments:**

- California Department of Corrections and Rehabilitation
- Prison Industry Authority
- California Department of Technology
- California State Lottery Commission
- California Department of Water Resources
- California Department of Motor Vehicles
- California Department of Transportation
  - » East Bay State Building Authority
  - » San Bernardino State Building Authority
- California Law Revision Commission
- State Teachers' Retirement System

The chart below lists the 11 exempt agencies and identifies which functionalities they will or will not use. Exempt departments have statutory authority to use systems other than FI\$Cal for their financial management. Exempt departments will not use FI\$Cal directly, but will exchange necessary information with FI\$Cal to support the constitutional and/or statutory responsibilities of the partner agencies.\*\*

**Exempt Departments:**

Department	Statewide Procurement	Statewide Budgeting	SCO View Only	Procurement	Accounting
California Housing Finance Agency	No	No	Yes	No	No
California State Auditor	No	Yes	Yes	No	No
California State University	Yes	Yes	Yes	No	No
Commission on Judicial Performance	No	Yes	Yes	No	No
Judicial Branch*	No	No	Yes	No	No
Legislative Counsel Bureau	No	No	Yes	No	No
Legislature	No	No	Yes	No	No
Public Employees' Retirement System	Yes	No	Yes	No	No
State Compensation Insurance Fund	No	No	Yes	No	No
University of California	Yes	Yes	Yes	No	No

\*Judicial branch is petitioning to join FI\$Cal in 2019

\*\* With the exception of provisioned users, who will use FI\$Cal for statewide procurement activities (e.g. advertising in CSCR, reporting to SCPRS, etc.).



# Governance and Collaboration

The FI\$Cal governance structure establishes clear roles and responsibilities for key stakeholders. The roles and responsibilities of key stakeholders are outlined here.

## Governance and Collaboration

### Steering Committee

The Steering Committee provides governance for the FI\$Cal Project. To support the re-engineering of the state’s business processes, the roles and responsibilities of the Steering Committee include:

#### Purpose of the Steering Committee

- Provide statewide leadership and support for the Project,
- Establish FI\$Cal Project goals and priorities,
- Participate in coordination and allocation of departmental and FI\$Cal Project resources,
- Review and approve actions by the Change Control Board,
- Support the Project by communicating the vision externally and working to reduce barriers and mitigate risks,
- Facilitate collaboration of a statewide system,
- Provide risk and issue resolution across agencies,
- Participate in the identification of issues that have statewide impact and require escalated review,
- Provide advice regarding consistency with statewide strategies, direction and policies, and
- Adhere to the FI\$Cal Steering Committee Principles as adopted by the membership.

#### Steering Committee Members

- Todd Jerue, Department of Finance, Project Sponsor
- George Lolas, State Controller’s Office
- Tom Yowell, State Controller’s Office
- Jim Butler, Department of General Services
- Miles Burnett, Department of General Services
- Vince Brown, State Treasurer’s Office
- Veronica Chung-Ng, Department of Finance
- Karen Finn, Department of Finance
- Bryan Cash, Chair, Customer Impact Committee
- Amy Tong, California Department of Technology (non-voting member)





# Governance and Collaboration (continued)

## Customer Impact Committee

The Customer Impact Committee (CIC) serves in support of the FISCAL Department; it was created to act as the primary customer representative to the FISCAL Steering Committee for all departments, including those selected to be first affected by the implementation of FISCAL's systems.

The CIC provides a formal mechanism for departments and agencies to express their views and receive information from the FISCAL project team, provide broad input and advice to the Steering Committee or Department and promote effective representation of department needs.

Members of the Customer Impact Committee are representatives of those departments currently considered to be in an active preparation phase of the FISCAL Project, as well as the following permanent members:

- Board of Equalization
- Board of State and Community Corrections
- Business, Consumer Services, and Housing Agency
- California Military Department

- Department of Education
- Department of Food and Agriculture
- Department of Human Resources
- Department of Insurance
- Department of Justice
- Department of Veterans Affairs
- Employment Development Department
- Environmental Protection Agency
- Franchise Tax Board
- Government Operations Agency
- Health and Human Services Agency
- Labor and Workforce Development Agency
- Natural Resources Agency
- Office of Emergency Services
- Secretary of State
- Transportation Agency
- Victim Compensation Board

The role of the CIC is ongoing; meetings are held quarterly, led by the FISCAL Change Management Office and sponsored by the Chief Deputy Director.

For more information about the CIC and its role contact: [fiscal.cmo@fiscal.ca.gov](mailto:fiscal.cmo@fiscal.ca.gov).



# Supporting You







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